



# Protect yourself from scammers posing as Advanced Tech Support agents

## Consumer Alert:

Reports of a scam using Advanced Tech Support's brand name has come to our attention. Advanced Tech Support is notifying and warning our customers to be aware of this unfortunate scam. Some Advanced Tech Support customers have reported cases where they have received phone calls from individuals claiming to be representatives of Advanced Tech Support. These purported representatives are not employed by or affiliated with Advanced Tech Support in anyway. They attempt to trick customers by offering a refund and then attempt to gain access to your computer. If you receive a call that you believe this to be the scam in question, then please hang up immediately and do not allow access to your computer.

## Advanced Tech Support will **NEVER...**

- ...call you unsolicited to process a refund.
- ...ask to gain access to your computer to process a refund.
- ...ask you to send a Western Union/Moneygram or any other wire transfer service to process a refund.

## How the scam works:

Consumers are reporting that they receive a phone call from scammers posing as an Advanced Tech Support employee or representative. In some cases the caller ID spoofs the Advanced Tech Support name. The fake representative communicates specific details of past orders such as dates and/or services and products purchased by the customer. The scammer then notifies the consumer that they are eligible for a refund that needs to be processed. Some common refund reasons that have been reported include, but are not limited to: account was overcharged, FTC action against

ATS, or class action lawsuit. The purported representative asserts that in order to provide a refund, they will need remote access to consumers' computer. Once access is granted, the scammers attempts to gain entry to online bank accounts. In some situations, they claim that they have reimbursed too much money by mistake and ask for payment back through a money transfer service such as Western Union or Moneygram.

Advanced Tech Support believes it has found the culprit and terminated the responsible party. It is important to note that Advanced Tech Support does not store sensitive information such as credit card numbers so that data has not been compromised. The exact amount of records in question is unknown at this time.

### Tips to avoid the scam:

- Do not trust any unsolicited calls. Do not provide any personal information.
- If you are unsure if it is an authentic ATS agent, simply hang up and call us back at the toll-free customer service line to verify: 800.978.4501
- Never give control of your computer to a third party unless you can confirm that it is a legitimate representative of Advanced Tech Support.
- Advanced Tech Support will only connect to your computer with official ATS remote connection technology. ATS will NEVER use LogMein, AMMY, or TeamViewer to connect.

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